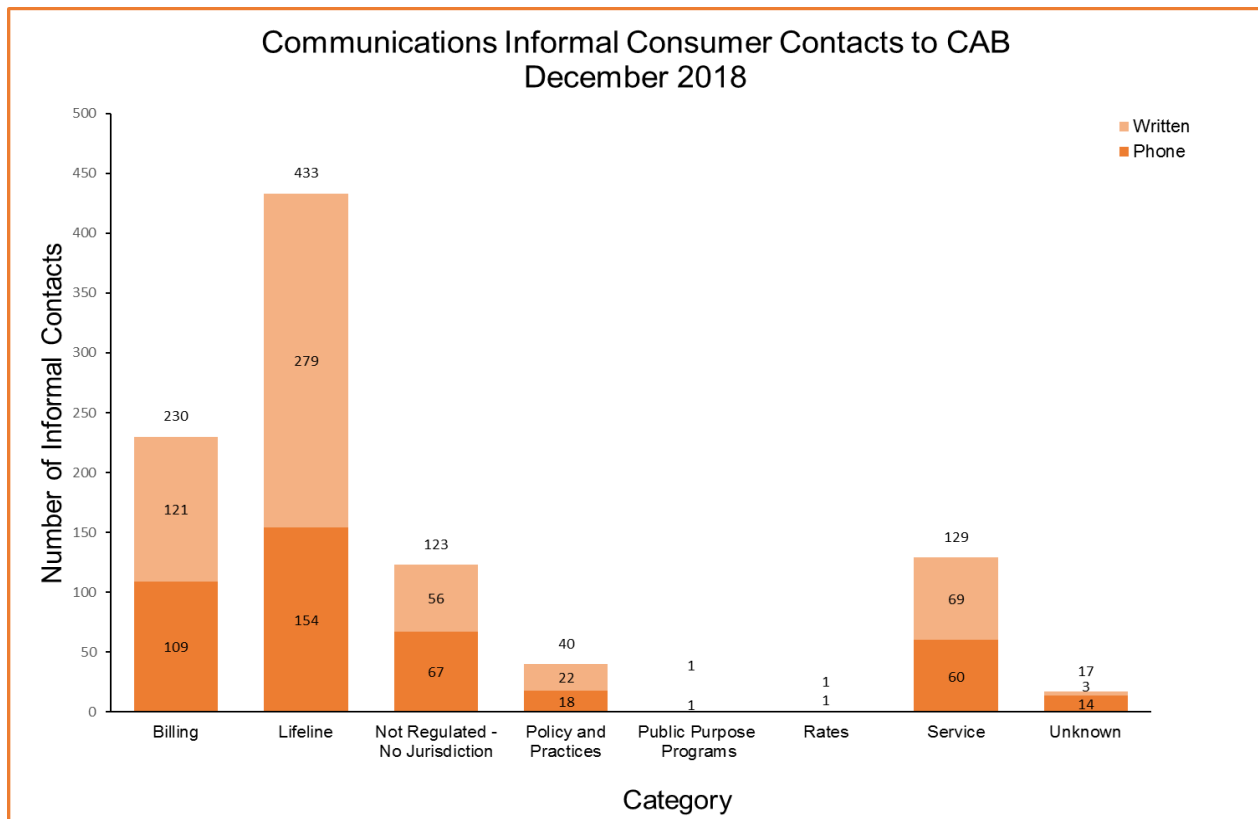


**Communications Industry
Informal Consumer Contacts
December 2018**



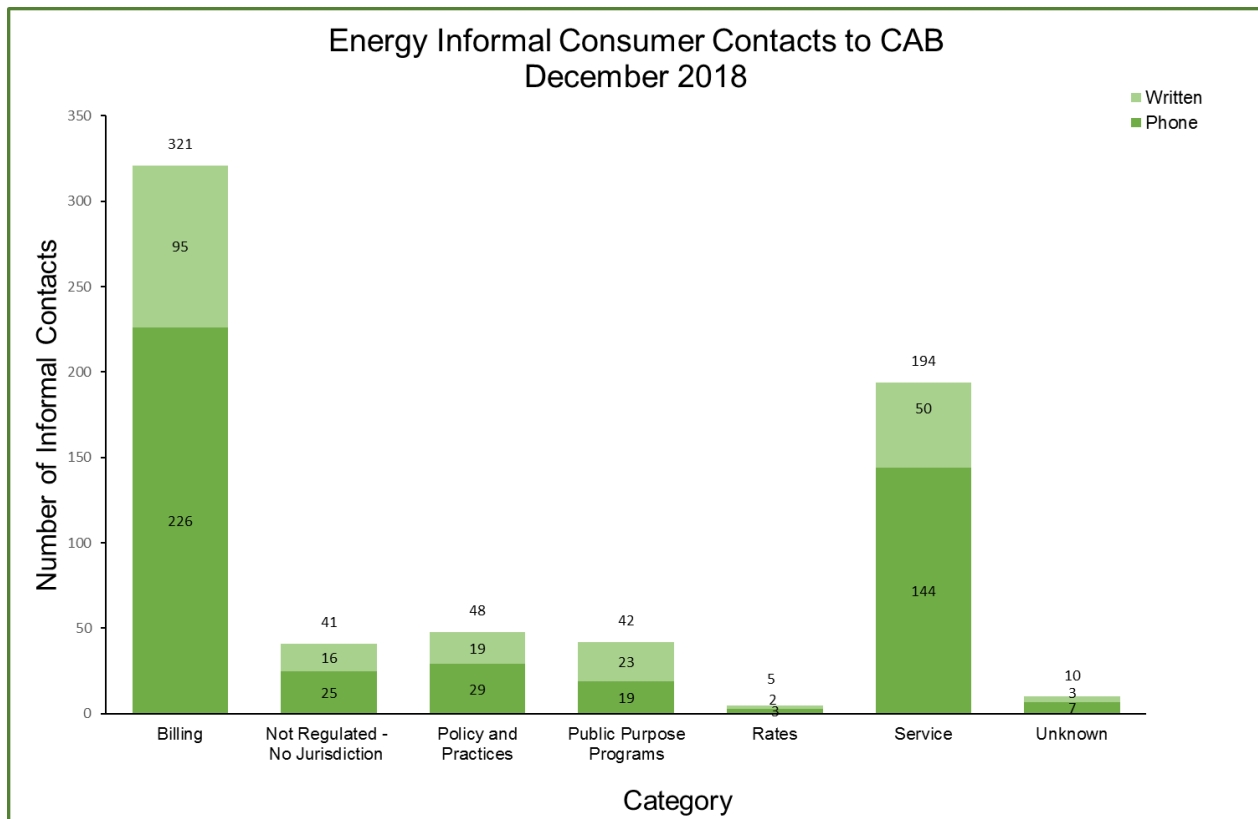
Communications Informal Consumer Contacts to CAB December 2018

Category ¹	Phone	Written	Total	% of Total
Billing	109	121	230	24%
Lifeline	154	279	433	44%
Not Regulated - No Jurisdiction	67	56	123	13%
Policy and Practices	18	22	40	4%
Public Purpose Programs	1	0	1	0%
Rates	0	1	1	0%
Service	60	69	129	13%
Unknown	14	3	17	2%
Grand Total	423	551	974	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).

California Public Utilities Commission
Consumer Protection and Enforcement Division
Consumer Affairs Branch
Energy Industry
Informal Consumer Contacts
December 2018



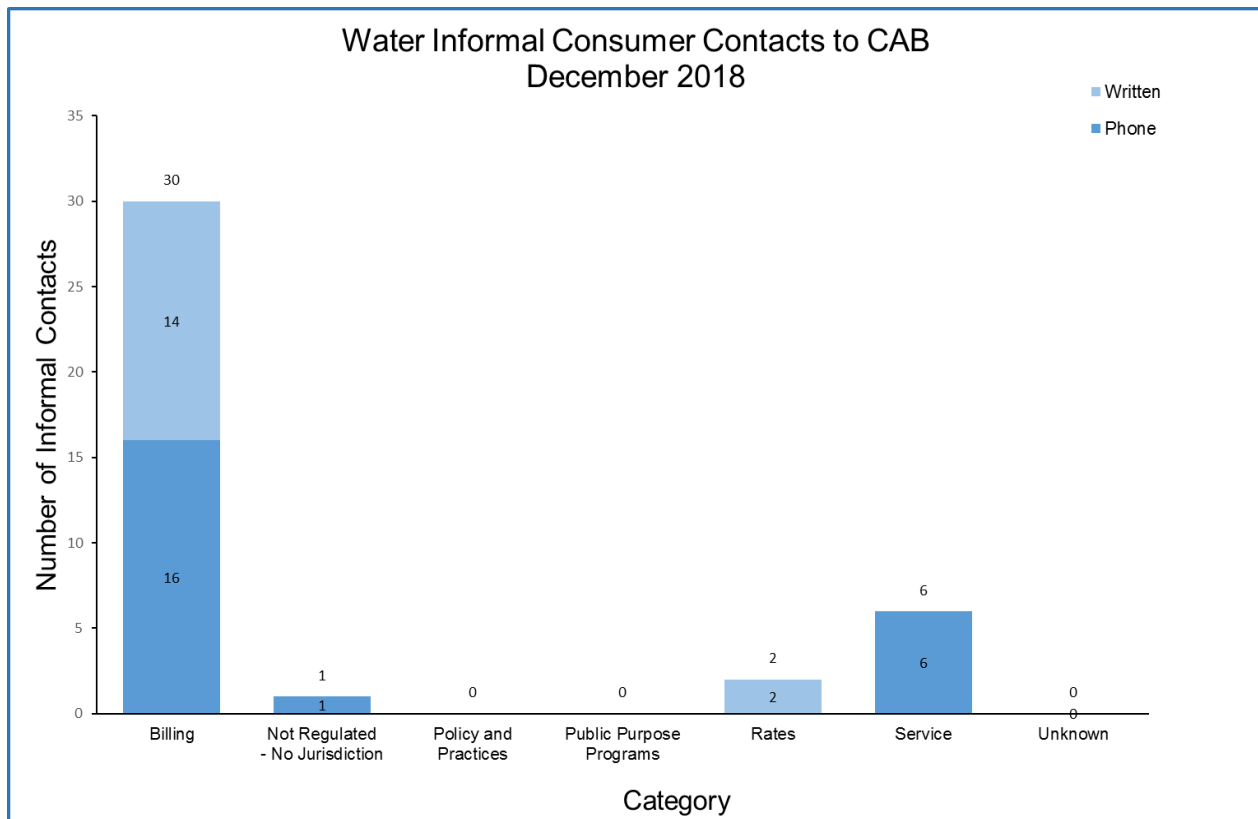
Energy Informal Consumer Contacts to CAB December 2018

Category ¹	Phone	Written	Total	% of Total
Billing	226	95	321	49%
Not Regulated - No Jurisdiction	25	16	41	6%
Policy and Practices	29	19	48	7%
Public Purpose Programs	19	23	42	6%
Rates	3	2	5	1%
Service	144	50	194	29%
Unknown	7	3	10	2%
Grand Total	453	208	661	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).

Water Industry
Informal Consumer Contacts
December 2018



Water Informal Consumer Contacts to CAB December 2018

Category ¹	Phone	Written	Total	% Total
Billing	16	14	30	77%
Not Regulated - No Jurisdiction	1	0	1	3%
Policy and Practices	0	0	0	0%
Public Purpose Programs	0	0	0	0%
Rates	0	2	2	5%
Service	6	0	6	15%
Unknown	0	0	0	0%
Grand Total	23	16	39	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).